

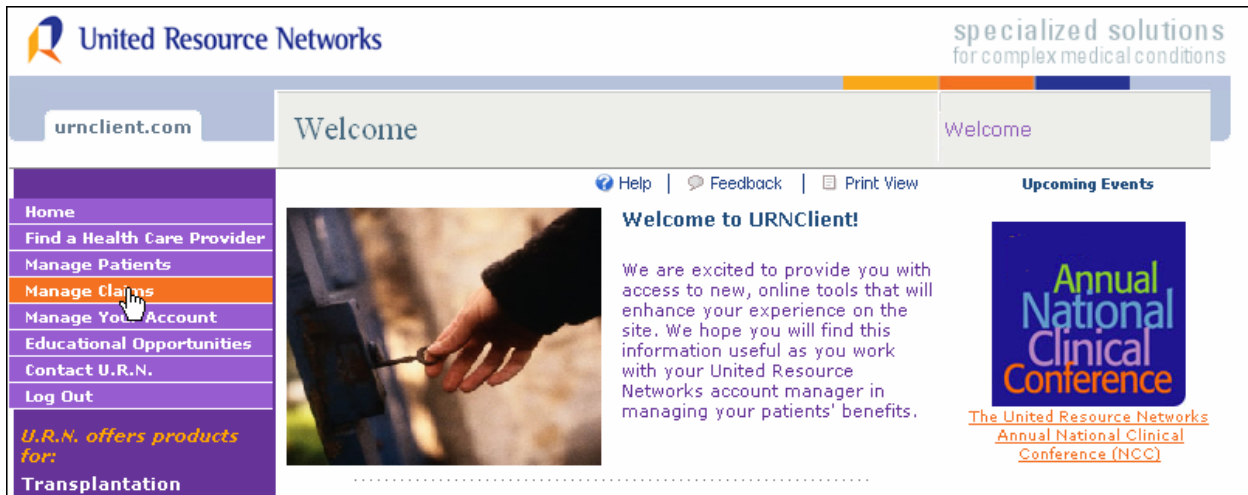


How to Use the Online Claims Status Tool

U.R.N. has made it easier for you to review current claims information through our online claims status tool.

Accessing the Claims Status Tool

To access the Claims Status Tool, simply enter in the URL for URNClient (www.urnclient.com) into the address bar of your internet browser application (i.e., Internet Explorer). After reaching the site, enter your username & password into the fields provided. This information will be validated by security on the site. From the Welcome page, simply click on the **Manage Claims** menu item. The Claims Status Tool will open.



URNClient Welcome Page

NOTE: Access to the Claims Status Tool is granted through our security application. If you do not see the **Manage Claims** menu item, please contact your account manager to request access.

Understanding the Claims Status Tool

The claims status tool on URNClient.com is made up of four separate screens.

1. Group Patient List - lists all patients having claims in process through U.R.N.
2. Patient Claims List - lists all claims for the selected patient
3. Individual Patient Claim Detail - shows detail of the individual claim number selected
4. All Patients Claims, Line Item Detail -- shows line item detail of all claims submitted (both hospital and physician).

The information provided within the Claims Status Tool includes historic claims as well as those currently in process. Historic claims are available as far back as June 2003. Cases that were reconciled prior to June 2003 will not be reflected within the information provided. An example of each window follows.

NOTE: Based on your contractual agreement with U.R.N., you may have access for multiple groups. For instance, if you are a case manager servicing multiple clients, the first screen you will receive a screen that asks that you select the client name to view the active case information available. Simply click on the hyperlink (located on the client name field) and you will open that client's claims status information.

If your contractual relationship with U.R.N. is direct, you will not see this page. You will be taken directly to the Claims Status Tool - Group Patient List for your company once you click the menu item.

GROUP PATIENT LIST

This view shows all patients that have claims in process through U.R.N.

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Claims Status - Group Patient List

Welcome John Doe

Groups → Patients

Group Name: No Name Health, Inc.

3 results found, displaying 1 to 3

Last Name	First Name	Program Type	Transplant Status	Group Name
Anderson	Jonathan	LIVER CADAVERIC	Evaluation	No Name Health, Inc.
Jackson	Anita	LIVER CADAVERIC	Evaluation	No Name Health, Inc.
Stevens	Morgan	KIDNEY CADAVERIC	Evaluation	No Name Health, Inc.

URNClient Claims Status - Group Patient List Page

Window	Associated Fields
Group Patient List	Patient Name Program Type Transplant Status Group Name

PATIENT CLAIMS LIST

This view shows summary information by patient claim number.

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Claims Status - Patient Claims List

Welcome John Doe

Groups → Patients → Patient Claims

Group Name: No Name Health, Inc.
Patient Name: Anderson, John

View All Claims - Line Item Detail

5 results found, displaying 1 to 5

Claim Id	Claim Type	Client Name	Facility	First Date Of Service	Last Date Of Service	Claim Received Date	Total Charge	Total Repriced	Claim Repriced Date	Claim Current Status
020000623001	Hospital	No Name Health Inc.	Hospital ABC	10/23/2006	11/15/2006	12/30/2006	\$221,277.49	\$0.00		Help
020000000002	Hospital	No Name Health Inc.	Hospital ABC	08/15/2006	08/24/2006	11/10/2006	\$6,866.46	\$0.00	11/29/2006	Help Processed
010000022351	Hospital	No Name Health Inc.	Hospital ABC	11/06/2006	11/06/2006	12/28/2006	\$2,544.06	\$0.00	12/28/2006	Help Processed
010000002231	Hospital	No Name Health Inc.	Hospital ABC	09/25/2006	09/29/2006	12/29/2006	\$8,402.00	\$0.00		Help

URNClient Claims Status - Patient Claims List Page

Window	Associated Fields
Patient Claims List	Claim ID Claim Type Client Name Facility First Date of Service Last Date of Service Claim Received Date Total Charge Total Repriced Claim Repriced Date Claim Current Status

INDIVIDUAL PATIENT CLAIM DETAIL

This view shows detail for an individual patient claim. You access the detailed information at the individual claim level by clicking on the hyperlink provided on the claim number.

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Claims Status - Individual Patient Claim Detail

Welcome John Doe

Groups > Patients > Patient Claims > Claim Detail

Home | News | Find a Health Care Provider | Manage Patients | Manage Claims | Manage Your Account | Educational Opportunities | Broker | Contact U.R.N. | Log Out

U.R.N. offers products for:
Transplantation
Cancer
Chronic Kidney Disease
Congenital Heart Disease
Infertility
Neonatology
Pregnancy
Case Management
Specialized Physician

Group Name: No Name Health, Inc.
Facility Name: Hospital ABC
Patient Name: Anderson, John
Claim ID: 02000000001
Claim Type: Hospital

15 Rows Displayed | Export XLS

4 results found, displaying 1 to 4

Date Of Service From	Date Of Service To	Charges Billed	Charges Repriced	Pricing Methodology	Pricing Explanation
11/18/2005	11/18/2005	\$49.80	\$47.31	Percentage of billed charges	U.R.N. Contract Percentage
11/18/2005	11/18/2005	\$50.35	\$47.83	Percentage of billed charges	U.R.N. Contract Percentage
11/18/2005	11/18/2005	\$332.50	\$315.87	Percentage of billed charges	U.R.N. Contract Percentage
11/18/2005	11/18/2005	\$1,495.00	\$1,420.25	Percentage of billed charges	U.R.N. Contract Percentage
Total		\$1,927.65	\$1,831.26		

URNClient Claims Status - Individual Patient Claim Detail Page

Window	Associated Fields
Individual Patient Claim Detail	Date of Service From Date of Service To Charges Billed Charges Repriced Pricing Methodology Pricing Explanation

ALL PATIENT CLAIM, LINE ITEM DETAIL

This view shows detailed claims information at the individual line item level. It is accessed from the PATIENT CLAIMS LIST window.

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Claims Status - All Patient Claims, Line Item Detail

Welcome John Doe

Groups > Patients > Patient Claims > Line Item Detail

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U.R.N. offers products for:
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Congenital Heart Disease
Infertility
Neonatology
Pregnancy
Case Management
Specialized Physician
Review

Group Name: No Name Health, Inc.
Patient Name: Anderson, John

15 Rows Displayed | Export XLS

144 results found, displaying 1 to 15

Claim Id	Claim Type	Facility	Date Of Service From	Date Of Service To	Charges Billed	Charges Repriced	Pricing Methodology
063170123800	Hospital	Hospital ABC	08/15/2006	08/15/2006	\$240.87	\$0.00	Pricing varies by phase-defined in exclusions.
063170123800	Hospital	Hospital ABC	08/15/2006	08/15/2006	\$240.87	\$0.00	Pricing varies by phase-defined in exclusions.
063170123800	Hospital	Hospital ABC	08/15/2006	08/15/2006	\$29.93	\$0.00	Pricing varies by phase-defined in exclusions.
063170123800	Hospital	Hospital ABC	08/16/2006	08/16/2006	\$55.43	\$0.00	Percentage of billed charges
063170123800	Hospital	Hospital ABC	08/16/2006	08/16/2006	\$315.39	\$0.00	Percentage of billed charges

URNClient Claims Status - Individual Patient Claim Detail Page

ALL PATIENT CLAIM, LINE ITEM DETAIL (Continued)

Window	Associated Fields
All Patient Claims - Line Item Detail	Claim ID Claim Type Facility Date of Service From Date of Service To Charges Billed Charges Repriced Pricing Methodology

Search Results Display & Filter Bar

When you open the Claims Status Tool, you'll see search results displayed at the upper left corner of the table display. Details about how you can use the filtering bar are provided in the graphic below:

Pressing the search button begins the data filtering process.

Total # of Results; Displayed 15 items to a page
259 results found, displaying 1 to 15

SEARCH CLEAR

Filtering Fields. There are four fields on this filtering bar that can be used to sort the data within the table enabling you to bring back specific information that you desire. You can enter information in one or more fields.

You can clear your search criteria by pressing the clear button.

Last Name	Liver		
Patient Name	Program Type	Transplant Status	Group Name

Page Navigation and Export Features

There are several ways to navigate within the Claims Status Tool to view data presented. You can use the filtering bar to retrieve specific results or you can use the navigation bar to move through the report page by page. Within the navigation bar, you can also determine how many rows of data you want to view. The graphic at the right depicts the use of this navigational tool within the Claims Status Tool.

You can control the # of rows you can view by using the drop-down

First Prev Next Last | 15 Rows Displayed | Export XLS

The navigation bar located above the data table lets you easily move to the First, Prev, Next or Last page of the table simply by clicking on that labeled arrow.

Options are available to let you export the data using Excel or in some instances, a PDF.

To export the document to Excel, you'll simply click on the Excel icon labeled "Export XLS". The application will offer you a window where you can choose to open and/or save the document created by clicking on the export button. Provided below is an example of report exported from the Claims Status Tool.

Claim Id	Claim Type	Facility	Date Of Service From	Date Of Service To	Charges Billed	Charges Repriced
123456790024	Hospital	Hospital ABC	08/15/2006	08/15/2006	\$240.87	\$0.00
123456790018	Hospital	Hospital ABC	08/15/2006	08/15/2006	\$240.87	\$0.00
123456790012	Hospital	Hospital ABC	08/15/2006	08/15/2006	\$29.93	\$0.00
123456790006	Hospital	Hospital ABC	08/16/2006	08/16/2006	\$55.43	\$0.00
123456790000	Hospital	Hospital ABC	08/16/2006	08/16/2006	\$315.39	\$0.00
123456789994	Hospital	Hospital ABC	08/16/2006	08/16/2006	\$18.61	\$0.00
123456789988	Hospital	Hospital ABC	08/16/2006	08/16/2006	\$753.75	\$0.00
123456789982	Hospital	Hospital ABC	08/16/2006	08/16/2006	\$18.61	\$0.00
123456789976	Hospital	Hospital ABC	08/16/2006	08/16/2006	\$18.61	\$0.00

Who do I Contact with Questions?

If you have questions about how to use the Claims Status Tool, definition of terms, or questions regarding content, please contact your Account Manager at (800) 847-2050. If you experience technical or performance related issues, please use the feedback form on the URNClient.com site.

How do I Provide you with Feedback?

Feedback is essential to the development and effectiveness of our tools. There several ways that you can provide feedback.

- You can use the "Submit Feedback to U.R.N." link on the "Contact U.R.N." page to send us feedback.
- You can email your feedback to urn.tech.support@uhc.com

At United Resource Networks, we believe strongly that our Web sites are only as good as the service they provide to the constituents we serve. To that end, we strongly encourage you to provide us with your feedback regarding the URNClient.com Web site. We are continuously working to improve and enhance this Web site to meet your needs.

United Resource Networks

6300 Olson Memorial Hwy
MN010 N169
Golden Valley, MN 55427

If you have questions or need assistance with the new site, please contact U.R.N. at:

Phone: (800) 847-2050

Email: URN_Customer_Service@uhc.com

Fax: (262) 313-9808